

CLAIMS

1 What is claimed is:

2 1. A method of communicating information between a first individual and a
3 second individual, comprising:

4 receiving a first signal in voice format from the first individual;

5 automatically converting the first signal directly from voice format into text
6 format;

7 receiving a second signal in voice format from the second individual;

8 automatically converting the second signal directly from voice format into text
9 format.

10 2. The method of claim 1, and wherein the second signal is remotely received
11 from the second individual via a telecommunications network.

12 3. The method of claim 1, and further comprising distinguishing the first signal
13 from the second signal.

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15 4. The method of claim 1, and further comprising:

16 visually displaying the first signal as first portions of text; and,

17 visually displaying the second signal as second portions of text.

1 10. The method of claim 4, and wherein:

2 the first portions of text are visually displayed in a first typographical font; and,

3 the second portions of text are visually displayed in a second typographical

4 font.

5 11. A communication apparatus, comprising:

6 a controller configured to receive a first signal in voice format and also
7 configured to receive a second signal in voice format;

8 a program comprising a series of computer-executable steps which can be
9 executed by the controller to automatically convert the first signal directly from voice
10 format into text format and to automatically convert the second signal from voice
11 format into text format; and,

12 a visual display device in signal communication with the controller and
13 configured to visually display the first signal as text and to visually display the
14 second signal as text.

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16 12. The apparatus of claim 11, and further comprising a receiver configured to
17 detect the first signal and the second signal and further configured to enable the
18 program to distinguish between the first signal and the second signal.

19 13. The apparatus of claim 12, and wherein the receiver comprises a first portion
20 configured to detect the first signal and a second portion configured to detect the
21 second signal.

1 14. The apparatus of claim 11, and wherein the apparatus is configured to be
2 used in a customer support environment to facilitate the communication of customer
3 support data via a telecommunication network and between the first individual, who
4 is a support technician, and the second individual, who is a customer.

5 15. A computer-readable storage medium for use in a computer system having
6 a controller configured to execute computer-executable instructions, the medium
7 holding computer-executable instructions to:

8 read a first voice signal in voice format;

9 automatically convert the first signal from voice format into text format;

10 read a second signal in voice format; and,

11 automatically convert the second signal from voice format into text format.

12 16. The computer-readable storage medium of claim 14, and further holding
13 computer-executable instructions to distinguish the first signal from the second
14 signal.

1 17. A customer support system apparatus comprising:
2 a telecommunication network;
3 at least two telephone devices allowing a support technician to transmit at
4 least one first signal in voice format, and allowing a customer to transmit at least one
5 second signal in voice format via the telecommunication network;
6 a receiver configured to detect the first and second signals;
7 a controller configured to automatically convert the first and second signals
8 from voice format into text format and to generate human-readable text substantially
9 representative of the first and second signals; and,
10 a visual display device configured to visually display the human-readable text
11 to the support technician.

12 18. The apparatus of claim 17, and wherein:
13 the human-readable text comprises a first portion which is generated from the
14 first signals, and a second portion which is generated from the second signals; and,
15 the controller is further configured to differentiate between the first signals
16 and the second signals, and to generate distinguishing characteristics of the
17 respective first and second portions of the human-readable text to correspondingly
18 identify such with the respective support technician and the customer.

19 19. The apparatus of claim 17, and wherein the controller converts the first and
20 second signals into human-readable text by employing speech recognition
21 technology.

- 1 20. The apparatus of claim 17, and further comprising a computer readable
- 2 memory device, and further wherein the first and second signals are automatically
- 3 converted by the controller into digital electronic signals, and further wherein the
- 4 controller is configured to store the first and second signals in text format on the
- 5 computer readable memory device.

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